



SCO-38240

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

BUONANNO, et al.

Serial Number: 09/766,175

Filing Date: January 18, 2001

For: PROACTIVE CALL AND CONTACT
CENTER SYSTEM

Examiner: Borissov,
Igor N.

Art Unit: 3629

Hon. Assistant Commissioner for Patents
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Final Office Action mailed on July 14, 2005, received prior to the filing of the present Request for Continued Examination, Applicants respectfully request further examination and reconsideration of the above captioned patent application in view of the arguments and amendments set forth below.

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Examiner: Borissov, I.
Art Unit: 3629